

**GUIDANCE MANUAL FOR VOLUNTEER SERVICES PROGRAMS  
FOR LOCAL DEPARTMENTS OF SOCIAL SERVICES**

**Developed by:**

**Virginia Department of Social Services  
Division of Community and Volunteer Services  
Office on Volunteerism and Community Service**

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## PURPOSE

The purpose of this guidance manual is to provide information to local departments of social services that wish to establish volunteer programs within their agencies. It is not meant to be all inclusive.

## BACKGROUND

The Code of Virginia requires that the State move ahead progressively to involve volunteers as a part of its overall plan for providing services to applicants and recipients. The statute reads as follows:

§ [2.2-3600](#). Short title; declaration of legislative intent.

A. This chapter may be cited as the Virginia State Government Volunteers Act.

B. Since the spirit of volunteerism has long animated generations of Americans to give of their time and abilities to help others, the Commonwealth would be wise to make use of volunteers in state service wherever practically possible. Effective use of volunteers in state service, however, requires that state agencies be provided guidelines for the development of volunteer programs and the utilization of volunteers. The General Assembly intends by this chapter to assure that people of Virginia may derive optimal benefit from volunteers, and that the time and talents of volunteers in state service may be put to their best use.

§ [2.2-3601](#). Definitions.

As used in this chapter, unless the context requires a different meaning:

"Department" includes all departments established in the executive branch of state government and local agencies under the jurisdiction or supervision thereof, and for the purposes of §§ [2.2-3602](#), [2.2-3604](#) and [2.2-3605](#), shall include political subdivisions of the Commonwealth.

"Material donor" means any person who, without financial gain, provides funds, materials, employment, or opportunities for clients of agencies, instrumentalities, or political subdivisions of the Commonwealth;

"Occasional-service volunteer" means any person who provides a one-time or occasional voluntary service;

"Regular-service volunteer" means any person engaged in specific voluntary service activities on an ongoing or continuous basis;

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"Volunteer" means any person who, of his own free will, provides goods or services, without any financial gain, to any agency, instrumentality or political subdivision of the Commonwealth;

"Volunteer in state and local services" shall include, but shall not be limited to, any person who serves in a Medical Reserve Corps (MRC) unit or on a Community Emergency Response Team (CERT) while engaged in emergency services and preparedness activities as defined in § [44-146.16](#).

§ [2.2-3602](#). Scope of chapter; status of volunteers; reimbursements.

A. Every department, through its executive head, may develop volunteer programs and accept the services of volunteers, including regular-service volunteers, occasional-service volunteers, or material donors, to assist in programs carried out or administered by that department..

B. Volunteers recruited, trained, or accepted by any department shall, to the extent of their voluntary service, be exempt from all provisions of law relating to state employment, hours of work, rate of compensation, leave time, and employee benefits except those enumerated in or consistent with § [2.2-3605](#). Volunteers shall, however, at all times comply with applicable work rules.

C. Every department utilizing the services of volunteers may provide volunteers with such incidental reimbursements as are consistent with the provisions of § [2.2-3605](#), including transportation costs, lodging, and subsistence, as the department deems appropriate to assist volunteers in performing their duties.

D. For the purposes of this chapter, individuals involved in emergency services and preparedness activities pursuant to the definition of "emergency services" in § [44-146.16](#) shall be considered volunteers in state and local services and shall be accordingly entitled to the benefits conferred in this chapter. As volunteers in state and local services, such individuals shall be deemed to be regular-service volunteers.

§ [2.2-3603](#). Responsibilities of departments.

Each department utilizing the services of volunteers shall:

1. Take actions necessary and appropriate to develop meaningful opportunities for volunteers involved in its programs and to improve public services;
2. Develop written rules governing the recruitment, screening, training, responsibility, utilization and supervision of volunteers;
3. Take actions necessary to ensure that volunteers and paid staff understand their respective duties and responsibilities, their relationship to each other, and their respective roles in fulfilling the objectives of their department;

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4. Take actions necessary and appropriate to ensure a receptive climate for citizen volunteers;
5. Provide for the recognition of volunteers who have offered exceptional service to the Commonwealth; and
6. Recognize prior volunteer service as partial fulfillment of state employment requirements for training and experience established by the Department of Human Resource Management.

§ [2.2-3604](#). Solicitation of aid from community.

Each department may, through the officer, agent, or employee primarily responsible for the utilization of volunteers in that department, solicit volunteers and voluntary assistance for that department from the community.

§ [2.2-3605](#). Volunteer benefits.

A. Meals may be furnished without charge to regular-service volunteers if scheduled work assignments extend over an established meal period. Meals may be furnished without charge to occasional-service volunteers at the discretion of the department's executive head.

B. Lodging, if available, may be furnished temporarily, at no charge, to regular-service volunteers.

C. Transportation reimbursement may be furnished those volunteers whose presence is determined to be necessary to the department. Rates or amounts of such reimbursement shall not exceed those provided in § [2.2-2823](#). Volunteers may utilize state vehicles in the performance of their duties, subject to those regulations governing use of state vehicles by paid staff.

D. Liability insurance may be provided by the department utilizing their services both to regular-service and occasional-service volunteers to the same extent as may be provided by the department to its paid staff. Volunteers in state and local service, including, but not limited to, any person who serves in a Medical Reserve Corps (MRC) unit or on a Community Emergency Response Team (CERT), shall enjoy the protection of the Commonwealth's sovereign immunity to the same extent as paid staff.

#### DEPARTMENT STANDARDS FOR VOLUNTEER SERVICES

In accordance with § [2.2-3603](#), the state office of the Virginia Department of Social Services recommends that local departments who establish volunteer services programs use the following guidance:

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- Assess the unmet needs of clients and staff that could appropriately be met by volunteers.
- Assign responsibility for the coordination of volunteer programming to an interested and capable paid staff member or a non-paid volunteer coordinator, if a paid volunteer coordinator position has not been established.
- Take such actions as are necessary and appropriate to develop meaningful opportunities for volunteers involved in programs, and develop specific job descriptions for each position created in response to assessed needs.
- Recruit, select, and assign volunteers.
- Provide orientation and training to all volunteers and additional training as appropriate.
- Provide transportation reimbursement to those volunteers whose presence is determined to be necessary to the department in accordance with expense reimbursement guidelines. Volunteers may use agency vehicles in the performance of their duties, subject to those rules and regulations governing use of agency vehicles by paid staff.
- Provide reimbursement for meals to volunteers when scheduled work assignments extend over an established meal period and at the discretion of the department's director.
- Provide staff supervision for volunteers involved in direct services to clients.
- Provide for the recognition of volunteers who have offered exceptional service to the Commonwealth

1. CONFIDENTIALITY

Volunteers assisting in the provision of services to clients are, in effect, a part of the agency and should have sufficient necessary information so that they can share in the service plan sensitively and effectively. Selected information concerning a client or family should be made available to a volunteer, if such information is determined necessary by the volunteer's supervisor in providing the services. Such information should be provided to the volunteer through consultation or conference with the worker and/or supervisor.

Volunteers abide by the same regulations regarding confidentiality as paid staff. Volunteers shall be instructed during their orientation and training period that all

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information pertaining to clients is privileged information and must be kept confidential. Volunteers shall also be instructed that they are obligated to report to their supervisor any information that may affect a client's eligibility status.

2. BUDGET

The needs of a Volunteer Service Program are somewhat different from other social service programs. For example, materials for displays and exhibits are many times not found in the central supply room. A budget for a volunteer service program may include but not be limited to the following items:

- Salaries – volunteer coordinator, clerical staff
- Program materials – art supplies, refreshments
- Volunteer expenses – transportation, mileage, bus fare, meals, etc.
- Public information – advertising, printing, postage, telephone, displays and exhibits
- Recognition items, events, etc.

The budget and payment for support of the Volunteer Services Program should be developed in consultation with agency staff responsible for financial management in advance of implementation. Volunteer expenditures are not eligible for reimbursement with federal funds. If a locality reimburses a volunteer for transportation, meals, lodging expenses, etc., the expenditures are considered 'local only' expenditures. The locality cannot report the expenditures for reimbursement through the VDSS' Locality Automated System for Expenditure Reimbursement (LASER) system.

3. SERVICES PROVIDED

Volunteers enhance and enrich services to meet clients' needs by the following types of activities. The listing of examples given below is not to be considered as either minimum or limiting. Volunteers may also serve in new capacities and perform duties which are not now, but which may be in the future, recognized as a responsibility of the department.

Advisors on Service Offerings (other than as local board member)

These volunteer services are consultative, advisory, or administrative assistance services that provide specialized knowledge to department's administration in a particular area.

Examples of volunteer advisory services might include:

- a. Serving on advisory committees or ad hoc committees to advise the local departments on administrative issues such as hours of operations, sign-in procedures, etc.

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- b. Providing specialized knowledge, through consultation with staff, in areas such as job search techniques, child care and home management, and use of professional resources.

Supportive Services

Supportive services provided by individuals or groups who become interested in serving the unmet needs of clients, but do not feel they can spare the time or have the same type of interest required for providing direct service to clients. These are services that normally do not require a volunteer to work directly with an individual client.

Examples of volunteer supportive services shall include:

- a. Providing facilities or supplies for activities such as group meetings of clients, foster parents, volunteers, etc.
- b. Providing admission fees for outings of children and families
- c. Locating resources in a community, such as housing, furniture, appliances, special clothing needs, etc.
- d. Providing clerical assistance to staff
- e. Recruiting child and adult foster homes, day care homes, and adoptive homes

Direct Services

These volunteers provide face-to-face, regularly scheduled direct help to the client. Such services shall be established as part of the total services available to assist clients and shall be part of the social worker's service plan as needed.

4. VOLUNTEER RECRUITMENT

- a. "Word of mouth" from satisfied volunteers themselves may be the most productive method of continuous recruiting after services are initiated. Firsthand knowledge of the needs of clients and the resources of the department can turn each volunteer into an effective recruiter.
- b. Among community organizations to be considered as sources of volunteers are church or faith-based groups, parent-teacher organizations, women's clubs, union auxiliaries, community colleges, retired persons, youth groups, client groups, civic and fraternal organizations, etc. Another source for volunteers is local volunteer centers. A list of centers can be found at: [www.vaservice.org/go/volunteer/center/](http://www.vaservice.org/go/volunteer/center/)
- c. Potential volunteers should be informed about what, in general, is expected of them in terms of skills and time. This will enable potential volunteers to evaluate their qualifications for the services expected and to choose an activity

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best suited for them. This information shall be reflected in the job description developed for each activity.

- d. There will be some people who might have to be rejected because they will be unqualified or not suited for the kinds of assignments the agency has available. A list of these people may be maintained in the event assignments become available which require their qualifications. Efforts should be made to refer unqualified volunteers to other agencies that may be in the position to use their particular skills.

5. VOLUNTEER SCREENING AND PLACEMENT

Volunteer Services Application and Interview

Each person who volunteers his/her services to the department should complete the Volunteer Services Application. After the completion of the Volunteer Services Application, the volunteer shall be interviewed by the staff person responsible for the volunteer program. The interview is perhaps the primary tool in the process of screening and placement, along with the written applications. The interview is to give the candidate a brief but clear picture of the agency's programs and goals, to find out how the volunteer sees himself/herself serving to the best advantage, and to ascertain if the volunteer has the personal characteristics, interest and skills which can strengthen the program. It is important to know the candidate's attitude toward teamwork with paid staff, willingness to accept any necessary training and supervision, and his/her attitude about preparing necessary reports. There should be no difference between paid staff and volunteers as far as dependability, punctuality, and regularity are concerned.

Assignments

When an individual volunteers to provide a direct service, the actual selection and assignment of each volunteer shall be on a one-to-one basis. A position description shall be developed to outline the duties and skills required of each position. The position description should include any special requirements, such as the need for a criminal history background check. Assignments shall also be made for a specific period of time which is consistent with the objectives of the particular volunteer activity. At the end of this designated period, an assessment should be made by the caseworker, supervisor, and volunteer of the current client needs prior to determining what course of action to take in relation to the volunteer assignment.

When the services to be provided are an advisory or indirect service for which an entire group of volunteers is to be given responsibility, it is not necessary to evaluate individual members of the group.

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6. ORIENTATION AND TRAINING

A volunteer manual is one of the most important components of a successful volunteer program. The manual serves as an invaluable resource that volunteers can refer to time and again during their service with your organization. When creating your manual, consider including the following:

- The mission and goals of your organization
- The goals of the volunteer program
- A brief history of your organization and its achievements
- General information about your organization, including operating hours and important telephone numbers
- An organizational chart
- A list of services that provided
- Office policies and procedures
- Responsibilities under the mandatory reporting requirements for child protective service
- Volunteer rights, responsibilities, and privileges
- Volunteer job descriptions, including the duties and skills required of each position
- A volunteer application
- A volunteer timesheet
- Sign-in procedures
- Appropriate attire/dress code
- Where volunteers can eat or smoke on the premises
- What a volunteer should do in the event he or she is injured on the job
- A list of commonly asked questions

An example of the Volunteer Services Manual can be found as an appendix to this manual.

Orientation

Orientation to the department's services, client needs, and to the particular job to be done shall be provided to each volunteer before he/she begins his/her assignment. The orientation shall provide the volunteer with a clear understanding of the agency, its services and its policies, and help him/her to identify with these goals, agency personnel and clients. As part of orientation, volunteers shall be familiarized with the working space in the office, be introduced to all staff with whom they will work, and be made acquainted with office facilities and procedures. They shall be given, from the beginning, a sense of being a vital and integral part of the department.

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Training

Training for the specific job to be done shall insure efficiency and effectiveness. The amount of training, beyond orientation, provided for each volunteer will vary with the kind of assignment, knowledge, and previous experience of the volunteer. Decisions about the amount and content of training to be provided shall be based on the volunteer's job description.

In the provision of advisory, support, or simpler kinds of direct services, the volunteer may need little training. On the other hand, the volunteer who is to provide direct service in a friendship or advocacy role within the framework of the social worker's service plan will need some special preparation.

When possible, training should be provided in group settings, not only to save time, but also to encourage interaction among the members of the group ; the exchange of experiences is enriching, and the sense of being part of a group with a common goal is strengthened.

Experienced volunteers are often effective trainers in some areas and using their skills is encouraged.

7. SUPERVISION

Each volunteer should be under the direct supervision of a member of the local agency staff. The person responsible will vary from agency to agency according to administrative structure and the nature of volunteer's assignment.

8. RECOGNITION

Appreciation of a job well done creates the climate and motivation for further endeavor. Thanks are expressed all along the way, but a special time and event for recognizing the invaluable services provided by the volunteers is encouraged. Some agencies may choose to host luncheons and award service pins – others may select a "volunteer of the month." However, the costs of these forms of recognition are not reimbursable through the Virginia Department of Social Services. Certificates of appreciation are often used. As with the other elements in a good volunteer program, recognition is done on a planned basis. The Forms section of this manual provides a mechanism by which hours can be tracked for this purpose.

9. EVALUATION OF VOLUNTEER SERVICES

A systematic evaluation process provides an ongoing mechanism for assessing the effectiveness of a Volunteer Services Program and its success is the responsibility of the local department of social services. Each local agency is expected to develop methods of evaluation appropriate to its particular situation.

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Participants in the Evaluation Process

Customers shall be given full opportunity on a regular basis to evaluate the services of volunteers and to recommend changes.

Suggested methods include:

- During regular visits with the caseworker
- Group meetings of clients
- Questionnaires
- Combination of the above

Volunteers' responses, opinions, and suggestions may point out strengths and weaknesses of the program and highlight needed changes or adjustments.

Suggested methods include:

- Regular conferences with volunteer, supervisor, and/or local volunteer coordinator
- Group meetings of volunteers
- Questionnaires
- Combination of the above

Staff members are essential not only in determining strengths, weaknesses, and necessary changes, but also to better ensure support of and involvement in the program.

Suggested methods include:

- Meetings of units or entire staff
- Individual conferences with local volunteer coordinator
- Questionnaires
- Combination of the above

The local director or designee is responsible for determining the best and most appropriate system of evaluation and for ensuring that it is carried out on a regular basis.

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## 11. FORMS AND REPORTS

Each active volunteer or group affiliated with the Volunteer Services Program should complete and sign the Volunteer Application Form. It is recommended that the local office maintain a Tracking Report of total volunteer hours monthly by having volunteers complete a Volunteer Timesheet. It is recommended that the number of training versus provision of direct service be tracked.

The tools will be helpful in recognizing volunteers and also in documenting the overall staffing needs of the department.

# **FORMS**

**Commonwealth of Virginia  
Virginia Department of Social Services  
Volunteer Application Form**

Name \_\_\_\_\_  
Last First Middle

Address \_\_\_\_\_  
Street City State Zip

Home Phone \_\_\_\_\_ Business Phone \_\_\_\_\_

Education: High School ☐ College ☐ Major \_\_\_\_\_ Degree \_\_\_\_\_

Other Schooling or Special Training \_\_\_\_\_

Interests and Hobbies \_\_\_\_\_

Skills (be specific) \_\_\_\_\_

Have you done volunteer work before? \_\_\_\_\_ When? \_\_\_\_\_

What? \_\_\_\_\_ For Whom? \_\_\_\_\_

Supervisor \_\_\_\_\_ Tel.# \_\_\_\_\_

Are you a member of any community organization? Yes ☐ No ☐

Please specify \_\_\_\_\_

General Availability	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

Weekly ☐ Twice Monthly ☐ Monthly ☐ Other \_\_\_\_\_

How did you learn of this volunteer program? \_\_\_\_\_

Who or what prompted you to volunteer? \_\_\_\_\_

Are you currently? Employed ☐ Unemployed ☐ Self-Employed ☐ Retired ☐

Your most recent employer \_\_\_\_\_

Position \_\_\_\_\_

References: (Give names, addresses and telephone numbers of persons familiar with your employment and/or who can evaluate your skills.)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

Should I be selected as a volunteer at the Virginia Department of Social Services, I agree to keep confidential from outside sources any and all information pertaining to persons who are clients of the Virginia Department of Social Services. I understand that this is privileged information that is protected by provisions in the Code of Virginia

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer's Signature

## VOLUNTEER TRACKING FORM

NAME OF OFFICE: \_\_\_\_\_

YEAR: \_\_\_\_\_

Volunteer Name	Jan. # of Hours	Feb. # of Hours	March # of Hours	April # of Hours	May # of Hours	June # of Hours	July # of Hours	Aug. # of Hours	Sept. # of Hours	Oct. # of Hours	Nov. # of Hours	Dec. # of Hours	TOTAL HOURS
1.													
2.													
3.													
4.													
5.													
6.													
7.													
8.													
9.													
10.													
11.													
12.													
13.													
14.													
15.													
16.													
17.													
18.													
19.													
20.													
21.													
22.													
23.													
24.													
25.													
26.													
<b>TOTAL</b>													

# Volunteer Program Timesheet

Printed Name: \_\_\_\_\_

Placement Site: \_\_\_\_\_

Week of \_\_\_\_\_

Day	Date	In	Out	In	Out	Hours		TR = Training
						TR	DS	DS = Direct Service
								<b>Weekly Total</b>

Week of \_\_\_\_\_

Day	Date	In	Out	In	Out	Hours		TR = Training
						TR	DS	DS = Direct Service
								<b>Weekly Total</b>

Volunteer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **APPENDIX**



## Volunteer Manual



## **You are Most Welcome**

Welcome to the Robinson Community Learning Center. We are pleased that you have chosen to give of your time and talent toward our educational mission. We trust your volunteer experience will be engaging, challenging, and ultimately, rewarding.

The Robinson Center operates from the belief that each volunteer is an individual. Consequently, it is impossible to develop a policy that will govern or control every situation. The following policies were created to apply in most situations that may occur; however, where the RCLC believes that the individual needs or circumstances of a volunteer require special consideration, exceptions to the policies may be considered.

This manual is for the benefit of you and the participants at the Center, and it should be read carefully and kept for reference. You may be assured that the RCLC Leadership is interested in you as an individual and as a volunteer of the RCLC. If you ever have any suggestions or questions, please seek out a staff member anytime!



## **Mission Statement Of Robinson Community Learning Center**

The Robinson Community Learning Center welcomes community and Notre Dame Partners that strengthen the Northeast Neighborhood of South Bend through relationship-building and educational opportunities. By promoting innovation and excellence, the Center builds individual capacity and enhances existing systems throughout South Bend.

# Chapter 1: Getting Started: The Basics

## 1.1 Violence Free Zone /Take Ten Atmosphere:

The RCLC is a Non-Violence Zone and all volunteers and employees are expected to exercise the principles of Take Ten. Violence is defined as anything that harms oneself or another living being, place or thing.

Take Ten is a framework of ten principles for violence prevention that is youth-driven, adult-supported, and inclusive of effective efforts already underway. Take Ten's message is clear: the instinct to respond to conflict violently is learned and can be unlearned in a safe environment. Just like "designated driver" has become a household concept to prevent drunk driving, Take Ten intends to promote nonviolence with a positive phrase that all can understand.

Thus, Take Ten is not just a program but a movement. When properly understood, this concept provides youth with a common language to demonstrate their choice for nonviolence, a positive initiative through which youth think critically, develop leadership skills, and work on building a better, safer community.

### The Take Ten Principles are:

1. Every person has the right to a safe violence-free place.
2. School should be a violence-free zone.
3. Disagreements and arguments are normal and to be expected.
4. Every person, regardless of their age, has a right to feel how they feel.
5. NO ONE has the right to hurt someone or destroy something *because* of the way they feel.
6. Weapons have no place in solving conflicts.
7. Every person has a right to choose how to solve problems and express himself or herself.
8. "TALK IT OUT, WALK IT OUT, WAIT IT OUT and know when to get help" can work in a violence-free zone.
9. People have the right to decide if a place will be a violence-free zone, a Take Ten area.
10. There is a connection between respect, personal power, and self-esteem.



## **1.2 Standards of Conduct**

Participants of the RCLC deserve the best possible examples of conduct, decorum and good citizenship. The behavior of volunteers sets the example for our youth to follow. It is expected that all volunteers will conduct themselves at all times in a manner reflecting credit on the RCLC. The RCLC tries to keep rules to a minimum. However, a few regulations are always needed to provide clear understanding for all volunteers. This list is not intended to be all-inclusive or to cover every situation. If a volunteer violates any rules established by the RCLC, including the following rules, that person may be subject to discipline up to, and including immediate discharge. Voluntaryism is considered to be at-will and the volunteer may be terminated with or without cause. Disciplinary action may include the following: oral and/or written reprimands, a probationary period or termination. The following violations are subject to disciplinary action:

- Inappropriate contact with youth
- Falsifying volunteer/employment information
- Unsatisfactory work performance
- Excessive tardiness or absenteeism
- Absence without notice
- Creating or contributing to a disturbance
- Insubordination
- Lying, cheating or stealing
- Use of RCLC facility and/or equipment without permission
- Malicious damage to RCLC property
- Gambling or conducting unlawful games of chance
- Illegal conduct of any kind

## **1.2 Dress and Grooming**

All volunteer staff should be dressed and groomed in appropriate good taste. We expect all volunteers to dress modestly and in appropriate attire (i.e. no exposed midriffs, undergarments, spaghetti straps, or very short shorts/skirts, etc.).

In addition, the following are NOT permitted to be worn at the RCLC:

- revealing or suggestive clothing
- clothing & jewelry with messages about alcohol, drugs, tobacco, cult, racism, or profanity
- clothing & jewelry affiliated with gang membership
- pajamas, boxer shorts, biker shorts, hip huggers or low waisted pants, micro mini skirts,
- short shorts (shorts and skirts must be one inch below fingertips)
- bare midriffs, tank tops, tube tops, muscle shirts, spaghetti straps
- sunglasses
- slippers (shoes, sneakers or sandals must be worn at all times & appropriately fastened)
- saggy pants or clothing that reveals/displays undergarments

### **1.3 Harassment-Free Work Environment**

The RCLC will not tolerate any harassment of any volunteer or staff relating to race, color, sex, religion, national origin, age or disability. Harassment includes, but is not limited to, slurs, jokes; other verbal, graphic or physical conduct related to an individual's race, color, sex, religion, national origin, age or disability. The RCLC will not tolerate any unwelcome sexual advance, request for sexual favors or any other conduct of a sexual nature by a female or a male. These actions constitute harassment when:

Submission to or rejection of such conduct is either explicitly or implicitly made a condition of voluntarism; or becomes the basis for a placement decision regarding the volunteer; or creates a hostile, offensive or fearful work environment.

Harassment of any nature is a serious offense. Retaliation against a volunteer who makes charges of harassment is also serious and will not be tolerated. Harassment or retaliation will result in action, up to and including discharge.

Any volunteer believing he/she has been a victim of harassment should talk to the associate director responsible for the relevant RCLC program, or the RCLC director as necessary. If these conversations do not yield a satisfactory resolution of the issue, a member of the Governing Board should be contacted next. Governing Board members are listed on the RCLC website ([www.nd.edu/~rclc](http://www.nd.edu/~rclc))

## **Chapter 2: Volunteer Procedures**

### **2.1 Assignment**

Upon completion of the volunteer registration form, the volunteer coordinator will assign volunteers to a position based upon availability, skills, interests and a positive background check (for most positions – please see Section 2.4).

### **2.2 Attendance**

The positions volunteers fill are very vital to our RCLC Participants. Therefore, it is essential that volunteers be punctual and regular in attendance. Volunteers need to sign in and out according to policies established by the RCLC. Volunteers are expected to remain on duty for the full time agreed upon, except when conditions vary and are approved by the supervisor.

Volunteers should notify the supervisor as soon as possible of any planned or unexpected absence. The number of volunteers, volunteer hours and a variety of other data will be collected on a monthly basis.

### **2.3 Holidays**

The RCLC will be closed on those holidays observed by Notre Dame. In the event that any holidays fall on a Saturday or Sunday, the RCLC shall, at its discretion, grant a different day as a holiday.

### **2.4 Recording Hours**

Volunteers may request a record of their hours of service. This should be done on the first day of service. A report verifying hours served will be provided within 30 days after the completion of service.

### **2.5 Criminal History Check**

Potential volunteers of the RCLC, who have direct contact with children, may be required to authorize a criminal history check with the appropriate law enforcement agency or agencies. The RCLC will incur all regular expenses related to this procedure. The result of such an inquiry is reviewed and accepted before the assignment of a volunteer. Exceptions to this policy, i.e. assigning a volunteer position prior to receipt of the criminal history check, may be made after prior approval by the director.

### **2.6 Orientation**

All new volunteers will receive an orientation to the RCLC covering issues such as RCLC philosophy, behavior expectations (i.e., dress code, discipline, use of computers, etc.) and the core programs.

## **2.7 Position Descriptions**

Written position descriptions may exist for certain volunteer positions. Position descriptions are the responsibility of the paid staff and will be updated as needed.

## **2.8 Supervision**

Each volunteer will be assigned an immediate supervisor. All concerns, problems, criticisms and suggestions should be brought to your immediate supervisor. Please feel free to express yourself.

Volunteers often offer a fresh perspective, so your suggestions are welcomed.

If you are troubled by something, it is best to address the situation at the onset. Resolving concerns as early as possible avoids stressful situations and hurt feelings. Please feel free to express your concerns.

## **2.9 Trial Period and Transfers**

It is generally accepted that new volunteers are on a “trial period” status for the first month. If service is satisfactory and interest level remains high, volunteers will automatically be placed on a regular status. Where the frequency of the volunteer work has not been adequate for the supervisor or the volunteer to determine whether or not the placement is satisfactory for both parties, the initial period may be extended.

## **2.10 Training**

Provision is made for a planned program of in-service training, adapted to the different categories of volunteers at the expense of the RCLC. There will be continuous training and planning for all RCLC volunteers, under the direction of the director or person assigned by the director, through regular or occasional staff meetings and other unit programs.

## **2.11 Evaluation & Recommendations**

All RCLC volunteers assigned a position will be provided with the opportunity for an objective review of their performance measured against the agreed upon expectations.

Recommendations based on a volunteer’s performance will be made in writing by the supervisor and placed in the volunteer’s personnel file. With permission or by written request of the volunteer, these recommendations will be made available to a party identified by the volunteer.

## **2.12 Grievance Procedures**

Any volunteer who has a complaint concerning the application or interpretation of any volunteer personnel policy should discuss the matter with his/her immediate supervisor. If the volunteer

and the immediate supervisor cannot reach a mutually satisfactory solution to the grievance, it may be taken to the director.

## **2.13 Resignations**

Resignation is defined as a separation from the RCLC initiated by the volunteer. Two weeks' notice of intent to resign would be appreciated and should be given in writing to the volunteer's immediate supervisor. Volunteers who resign are requested to schedule an exit interview. This interview can be by phone or in person. The purpose of the exit interview is to:

- ◆ review reasons for the resignation;
- ◆ discuss possible changes that might be needed in the position description;
- ◆ express our appreciation for their involvement with the RCLC;
- ◆ verify the return of all documents and property of the RCLC.

## **2.14 Terminations**

All volunteerism at the RCLC is at-will and may be terminated at any time, with or without cause and without prior notice by the RCLC. All terminations will be documented in writing and a copy will be placed in the volunteer's personnel file.

## **2.15 Personnel Record**

Individual volunteer records are maintained and kept confidential.

## **2.16 Volunteerism of Paid Staff**

Non-exempt (including all part-time) employees cannot volunteer to work without pay. If a non-exempt employee does a non-work-related service for the RCLC on a volunteer basis, the service must be provided completely at the employee's initiative and of his/her free will. Employment will never be based on a person's willingness to volunteer for the RCLC.

## Chapter 3: Your Relationship with Participants

### 3.1 General Guidelines of working with participants

Take initiative and

- Introduce yourself to the participants
- Treat participants with respect and dignity
- Be dependable. Keep your promise
- Leave your personal problems at home
- Do not take participants out of the RCLC without prior approval from your supervisor
- Pass along any member concerns, which you feel, need further attention to your immediate supervisor. Sharing information with a supervisor is not considered a breach of confidence, as staff are bound to policies of professional confidentiality. Please see policy on mandatory child abuse reporting below (Section 3.3).
- Do not accept money, goods or gifts from participants (except items such as handmade crafts, notes, gifts from parents, etc.)

The safety and security of RCLC participants is of utmost concern. Inappropriate touching or contact with youth by volunteers is prohibited. Avoid being alone with a child in any setting, particularly behind closed doors. You are also advised not to exchange phone numbers with youth. If a volunteer has any knowledge of or becomes aware of any circumstances which may endanger the health, safety or well-being of RCLC participants, the matter must be brought to the attention of his/her supervisor immediately and/or take immediate action if appropriate to the danger.

### 3.2 Confidentiality

Personal information regarding RCLC participants, paid staff and volunteers is to be regarded as confidential. This is true whether the information is written or verbal. No personal information may be released to outside parties without the written consent of the individual involved, or that person's parent/legal guardian in the case of a minor.

The exception to the foregoing is any information regarding suspected child abuse. Indiana law names as mandated reporters of child abuse those working directly with children; if a child reports an incident of sexual, physical, or emotional abuse to you, it is required that a report be made to Child Protection Services. If you suspect that a child has been abused it is necessary that you immediately report your concern to the director of the program. In these circumstances, you may be required to release otherwise confidential information.

### 3.3 Mandatory Child Abuse Reporting

Under Indiana law anyone who is working directly with children is considered a mandated reporter of child abuse. This means that if a child reports an incident of sexual, physical, or emotional abuse to you, it is **REQUIRED** that a report be made to Child Protection Services.

The following procedures have been recommended to help make certain that the mandates of the law are fulfilled.

If you suspect that a child has been abused it is necessary that you **IMMEDIATELY** report your concern to the director of the program or to another immediate supervisor, i.e. school sponsor, teacher or site principal/director. At that time, you will be required to establish the reasons for your concerns with the supervisor. It is the responsibility of the supervisor to report your concerns, with your report, to the Department of Child Protective Services. Your responsibility is satisfied only when your supervisor actually makes the report.

## **Chapter 4: General Information**

### **4.1 Drug-Free and Smoke Free Workplace**

The possession, use or distribution of illegal drugs and/or alcohol is prohibited within our workplace environment. All volunteer's are prohibited from entering the workplace under the influence of illegal substances and/or alcohol and are required to abide by the policy. All volunteers, staff and consultants are required to inform appropriate supervisors of policy violations by others.

Persons violating this policy will be subjected to disciplinary action, which may result in dismissal.

### **4.2 Hours of Operation**

Normal RCLC program hours are generally Monday-Thursday 10:00am-8:00pm, and Fridays from 10:00am-6:00pm with special activities and events during extended evening or weekend hours. RCLC hours may be expanded in the summer months.

The needs of our participants and special RCLC needs for maintenance and staff training may dictate adjustments in our work weeks.

### **4.3 Injuries**

All injuries or accidents must be reported to the immediate supervisor or director at once. In case of an emergency requiring professional response, or if a supervisor is unavailable, dial 911 *first*, and *then* call campus security (1-5555)

### **4.4 Personal Belongings**

The RCLC cannot be responsible for the loss of personal funds or belongings, nor is it covered by insurance for such loss. Therefore, it is the responsibility of each volunteer to adequately safeguard personal belongings.

### **4.5 Telephone Usage**

Good business practice dictates that our office telephones be restricted to the business of the organization. Volunteers should inform their friends and relatives that they are asked to restrict personal calls except in the case of emergency. Likewise, volunteers are asked to make calls of a personal nature only when absolutely necessary and provided they are local, non-toll calls. It is the policy of the RCLC not to disclose any personal numbers of staff, volunteers and participants.

### **4.6 Cell Phone Usage**

As part of our effort to establish an environment conducive to learning, we seek to minimize distractions. Therefore, we ask that all cell phones be turned off inside the Robinson Community Learning Center, and that calls from cell phones be made and/or received only outside the building, except in the case of a clear emergency.

## **4.7 Transportation**

Volunteers are forbidden to transport RCLC participants for RCLC activities in their personal vehicles unless specifically approved by a supervisor or the director.

Volunteers may transport RCLC participants only if previously approved by the director and a copy of their driver's license and insurance policy number are on file at the RCLC or Notre Dame Transportation services. The liability insurance policy carried by the University does not necessarily protect volunteers driving their own cars. When driving a personal car, the volunteer has prime responsibility for liability in case of an accident. Volunteers should review insurance coverage with their insurance agent for more information.

If a volunteer is approved to transport participants, the RCLC assumes that volunteers will drive carefully and will comply with all traffic laws and ordinances. The RCLC will not be responsible for paying fines incurred as a result of driver error.

## **4.8 Working Conditions**

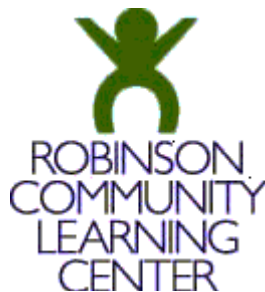
The physical working conditions in the RCLC must comply with legal requirements of safety and sanitation, and are reviewed annually by University Risk management, ND Fire Department, and SB Fire Department. It is the responsibility of all volunteers to immediately report any hazards which come to their attention to ensure compliance with legal requirements.

## **4.9 Media Relations**

Written or verbal statements for publication regarding the RCLC will be released only by the director or a designated University official. Incoming media calls should be automatically transferred to the staff person in charge.

Occasionally, members of the media may appear at the Center. Volunteers are encouraged to share their experiences once the media has asked for proper permission to be on the premises, and are introduced / escorted by a Center staff member.

It is important to recognize that each volunteer plays a vital role in protecting the RCLC image. All inquiries about the RCLC should be accepted graciously. Every attempt should be made to seek answers and forward them to the inquiring party.



I have reviewed a copy of the Robinson Community Learning Center Volunteer Handbook (hard copy or web version) and agree to comply with these policies. I have been informed that a hard copy of these policies will be made available upon request.

\_\_\_\_\_  
Volunteer Name (printed)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Volunteer Name (signed)

\_\_\_\_\_  
Date

Received by: \_\_\_\_\_

Date: \_\_\_\_\_

## Commonwealth of Virginia Risk Management Plan

The **Commonwealth's Risk Management Plan** administered by the Division of Risk Management provides full liability coverage for authorized volunteers working for state agencies. This coverage is the same as provided to all state employees. That is, it provides up to \$2 million coverage per occurrence plus full legal defense. The primary difference between coverage for volunteers and state employees is workers' compensation. Volunteers are not qualified for work comp under the Code. To assist with this, the Risk Management Plan provides up to \$10,000 coverage for incidental medical payments arising out of the volunteer's official activities.

The goal is to encourage volunteerism. All the state agencies have to do is maintain a register of their volunteers. Claims are reported and administered the same as state employee claims. It is expected the volunteers will be given specific duties and be properly supervised. The operative words are "authorized", "official activities" and "supervised".

This coverage also applies to any political subdivision or locality covered under one of our programs.

### **Political Subdivisions - Liability Coverage-**<http://www.trs.virginia.gov/drm/local.aspx>

As required by statute (§ 2.2-1839, Code of Virginia), the Division of Risk Management has established a risk management plan to provide protection against liability imposed by law for damages resulting from claims made against any county, city or town; authority, board, or commission; sanitation, soil and water, planning or other district; or public service corporation owned, operated or controlled by a locality or local government authority.

The **Virginia Liability Risk Management Plan ("VaRISK 2")** provides coverage for tort liability, law enforcement liability, public officials' liability, and medical malpractice, depending on the needs of the plan participant. Participation in VaRISK 2 is voluntary.

Public entities may apply for participation in VaRISK 2 by submitting a completed application to DRM along with copies of their by-laws and incorporation papers. The application may be downloaded below. These documents should be sent via fax (804-371-8400) or mail to:

*Division of Risk Management  
Program Administration  
P.O. Box 1879  
Richmond, VA 23218-1879*

Upon receipt, the application will be processed and a no-cost, no-obligation quote will be sent to the entity.

 [VaRISK 2 Application](#) (prospective members only)

## Localities Enrolled in VARisk 2 Plan through the Virginia Department of Accounts

Bold are Covered Jurisdictions; <i>Italics are Non-Covered Jurisdictions</i>	
<b>Accomack Department of Social Services</b>	<i>Albemarle County Department of Social Services</i>
<i>Alexandria Division of Human Services</i>	<b>Alleghany-Covington Department of Social Services</b>
<b>Amelia Department of Social Services</b>	<i>Amherst Department of Social Services</i>
<b>Appomattox Department of Social Services</b>	<i>Arlington County Department of Social Services</i>
<b>Bath County Department of Social Services</b>	<b>Bedford Department of Social Services</b>
<b>Bland County Department of Social Services</b>	<b>Botetourt County Department of Social Services</b>
<b>Bristol City Department of Social Services</b>	<b>Brunswick County Department of Social Services</b>
<i>Buchanan County Department of Social Services</i>	<b>Buckingham County Department of Social Services</b>
<b>Campbell County Department of Social Services</b>	<b>Caroline Department of Social Services</b>
<b>Carroll County Department of Social Services</b>	<i>Charles City Department of Social Services</i>
<i>Charlotte County</i>	<i>Charlottesville Department of Social Services</i>
<i>Chesapeake Department of Social Services</i>	<b>Chesterfield/Colonial Heights Department of Social Services</b>
<b>Clarke County Department of Social Services</b>	<b>Craig County Department of Social Services</b>
<b>Culpeper County Human Services</b>	<i>Cumberland County Department of Social Services</i>
<b>Danville Division of Social Services</b>	<b>Dickenson County Department of Social Services</b>
<b>Dinwiddie Department of Social Services</b>	<b>Essex Department of Social Services</b>
<i>Fairfax County Department of Family Services</i>	<b>Fauquier County Department of Social Services</b>
<b>Floyd County Department of Social Services</b>	<b>Fluvanna County Department of Social Services</b>
<b>Franklin City Department of Social Services</b>	<b>Franklin County Department of Social Services</b>
<b>Frederick County Department of Social Services</b>	<b>Fredericksburg Department of Social Services</b>
<i>Galax City Department of Social Services</i>	<b>Giles County Department of Social Services</b>
<i>Gloucester Department of Social Services</i>	<b>Goochland Department of Social Services</b>
<b>Grayson County Department of Social Services</b>	<b>Greene County Department of Social Services</b>
<b>Greensville/Emporia Department of Social Services</b>	<b>Halifax County Department of Social Services</b>
<b>Hampton Department of Social Services</b>	<i>Hanover County Department of Social Services</i>
<b>Harrisonburg-Rockingham County Department of Social Services</b>	<i>Henrico County Department of Social Services</i>
<i>Henry-Martinsville Department of Social Services</i>	<i>Highland County Department of Social Services</i>
<i>Hopewell Department of Social Services</i>	<b>Isle of Wight Department of Social Services</b>
<i>James City County Department of Social Services</i>	<b>King and Queen Department of Social Services</b>
<b>King George Department of Social Services</b>	<i>King William Department of Social Services</i>
<b>Lancaster County Department of Social Services</b>	<b>Lee County Department of Social Services</b>
<i>Loudoun County Department of Family Services</i>	<b>Louisa County Department of Social Services</b>
<b>Lunenburg County Department of Social Services</b>	<b>Lynchburg Department of Social Services</b>
<i>Madison County Department of Social Services</i>	<b>Manassas City Department of Family Services</b>
<i>Manassas Park Department of Social Services</i>	<b>Mathews Department of Social Services</b>
<b>Mecklenburg County Department of Social Services</b>	<i>Middlesex County Department of Social Services</i>
<i>Montgomery County Department of Social Services</i>	<b>Nelson County Department of Social Services</b>
<b>New Kent Department of Social Services</b>	<i>Newport News Department of Human Services</i>
<i>Norfolk Department of Human Services</i>	<b>Northampton County Department of Social Services</b>

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<b>Northumberland County Department of Social Services</b>	<i>Norton City Department of Social Services</i>
<b>Nottoway County Department of Social Services</b>	<b>Orange County Department of Social Services</b>
<b>Page County Department of Social Services</b>	<b>Patrick County Department of Social Services</b>
<b>Petersburg Department of Social Services</b>	<b>Pittsylvania County Department of Social Services</b>
<i>Portsmouth Department of Social Services</i>	<b>Powhatan County Department of Social Services</b>
<b>Prince Edward County Department of Social Services</b>	<b>Prince George Department of Social Services</b>
<i>Prince William County Department of Social Services</i>	<b>Pulaski County Department of Social Services</b>
<b>Radford City Department of Social Services</b>	<b>Rappahannock County Department of Social Services</b>
<i>Richmond City Department of Social Services</i>	<i>Richmond County Department of Social Services</i>
<i>Roanoke City Department of Social Services</i>	<i>Roanoke County Department of Social Services</i>
<b>Rockbridge-Buena Vista-Lexington Area Social Services</b>	<b>Russell County Department of Social Services</b>
<i>Scott County Department of Social Services</i>	<b>Shenandoah County Department of Social Services</b>
<b>Shenandoah Valley Department of Social Services (Staunton-Augusta Office)</b>	<b>Shenandoah Valley Department of Social Services (Waynesboro Office)</b>
<b>Smyth County Department of Social Services</b>	<b>Southampton County Department of Social Services</b>
<i>Spotsylvania Department of Social Services</i>	<b>Stafford County Department of Social Services</b>
<b>Suffolk Department of Social Services</b>	<b>Surry Department of Social Services</b>
<b>Sussex Department of Social Services</b>	<b>Tazewell County Department of Social Services</b>
<i>Virginia Beach Department of Human Services</i>	<i>Warren County Department of Social Services</i>
<b>Washington County Department of Social Services</b>	<b>Westmoreland Department of Social Services</b>
<i>Williamsburg Human Services</i>	<b>Winchester Department of Social Services</b>
<i>Wise County Department of Social Services</i>	<b>Wythe County Department of Social Services</b>
<b>York/Poquoson Social Services</b>	

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